

# Brianna Trickey

● **To find a supervisor or executive assiting job in housekeeping field to bring my long term experience and hardwork to.**

Denver, CO 80211

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A housekeeping professional with an great attention to detail, with 10+ years of experience. I have had experience in all areas of housekeeping ex. Residential, commercial, move outs, construction clean up, deep cleans. I also have executive assitant experience within a housekeeping company meaning I have handled pretty much everything besides marketing to insure the company is running smoothly and successfully. Profecient in all areas of Microsoft.

Authorized to work in the US for any employer

## Work Experience

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### **LEAD CLEAN-Executive assitant/ CONCIOUS KARMA CLEANING**

SERVICES, LLC - Denver, CO

May 2016 to July 2019

- Traveling all over the state to different residences
- Proficient cleaning of every area in the house in effective time matter
- Leading and directing a team of 3 or more in field
- Managing end of day duties as in deposits, filing, and scheduling, returning customer phone calls
- Performing interviews
- Conducting team meetings
- Managing supplies(inventory, weekly orders, and restocking)
- Customer retention
- Handling customer & employee complaints and issues
- Updating customer ledgers and files
- Training new hires with companies policies and procedures
- Conducting inspections and estimates
- Emailing confirmations, birthday & anniversary recognitions
- Maintained commercial buildings

### **MOVE OUT CLEANER**

EXQUISITE PROPERTY MAINTENANCE, LLC

April 2015 to October 2015

Traveling all over the state to different residences

- Removal of any items left behind
- Proficient cleaning of every area in the house in effective time matter

### **CLOSING CASHIER**

SHELL

August 2014 to November 2014

Greet Customers

- Collect money for items and distribute accurate change due as needed
- Proficiently clean and stock store before closing
- Maintain great customer service
- Take inventory on tobacco daily
- Accurately balance drawer and change box

### **Loyalty Representative**

DISH - Northglenn, CO

February 2013 to August 2013

- Promoted from customer service representative to loyalty representative
- Proficiently answered a high volume of calls
- Maintained great customer service
- Answered customer questions regarding their bill or package
- Upsold on anything possible
- Participated in customer retention
- Multi-tasked on computer screen to get valuable and accurate information to customer

### **DELIVER DRIVER**

PIZZA HUT

April 2011 to February 2013

Accurately placed customers' orders

- Maintained great customer service
- Maintained clean and stocked store
- Delivered pizzas to customer in effective time matter
- Collected cash due and accurately distributed change due to customers
- Answered incoming calls at a high volume
- Helped cook food so that it was sent out at accurate time estimated

## Education

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### **HIGH SCHOOL DIPLOMA**

LESTER ARNOLD HIGH SCHOOL

May 2008

## Skills

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- Ten key
- Typing
- 42 wpm
- Excel
- Microsoft excel
- Ms office
- Microsoft powerpoint
- Powerpoint
- Microsoft word
- Word

- Etiquette

## Certifications and Licenses

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### **Receptionist certificate**

February 2015 to Present

## Additional Information

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### Skills & Abilities

- Type at 42 WPM
- Proficient in ten key typing
- Proficient in MS office applications i.e. Microsoft Word, Microsoft PowerPoint, Microsoft Excel
- Proficient business etiquette